

# Understanding and Using PBMSS as a Management Tool



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# Big Picture

- ◆ **Government Performance and Results Act (GPRA) of 1993**
  - Cornerstone of government improvement
  - Mandates goals and performance measures
    - Links to budgets



# Big Picture (con't)

## Naval Audit 007-95 (Sept 94)

- ◆ BH does not measure performance
- ◆ BH Managers are not aware of opportunities to improve
- ◆ N46/NAVFAC establish performance measures and adopt benchmarking procedures



# **What Is Performance-Based Management Support System? (PBMSS)**

- **A SYSTEM FOR CONVERTING DATA INTO INTELLIGENT ACTION (QUALITY, QUANTITY, AND COST DATA)**



# Implementation Goals

- ◆ **Manage within existing resources**
- ◆ **Monitor and report on goal achievement**
- ◆ **Improve Quality Control**
- ◆ **Reduce Workload at the Activity Level to the Absolute Minimum**



# **How PBMSS Can Help Us**

- ◆ **PERMITS MANAGEMENT TO MAKE INFORMED DECISIONS BASED ON ACCURATE INFORMATION**
  - ◆ **Regionalization/Consolidation**
  - ◆ **Budget Preparation**
  - ◆ **Data Calls, POAM and BAM**
  - ◆ **CA/FA/A76 Study**
  - ◆ **Outsourcing**
  - ◆ **Facility Planning**
  - ◆ **Reporting**



# **How PBMSS Can Help Us**

- ◆ **Improved Customer Satisfaction by managing customer complaints and suggestions**
- ◆ **Able to monitor and account for BH funds**
- ◆ **Able to respond to quality of life issues**

# **PBMSS Key Players**

- ◆ **N46 - Pentagon Washington, DC**
- ◆ **NAVFAC BHPMO -Alexandria, VA**
- ◆ **Major Claimants**
- ◆ **Engineering Field Divisions (EFDS)**
  - **SOWESTDIV - San Diego, California**
  - **LANTDIV - Norfolk, Virginia**
  - **SOUTHDIV - Charleston, SC**
  - **PACDIV - Pearl Harbor, Hawaii**
- ◆ **NCTS - Pensacola, Florida**





# PBMSS DEMO

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